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APC GlobalServices

1-Year On-Site Service

APC Matrix®, Symmetra®, and Symmetra® LX

- The right people, the right place, the right time

This service provides APC authorized service personnel at the customer's location within a specified period of time. This service offering includes parts, internal batteries (if applicable), labor and travel. The On-Site Service from APC is available in four different configurations that allow the customer to determine how quickly APC should arrive on site for an unscheduled visit or emergency situation:

- **1-Year 4 Hour Response On-Site Service**
  - For mission critical environments that require immediate response to service needs. Provides authorized personnel on site within 4 hours from the time that APC Technical Support deems an on site visit is necessary. This response level includes nights, weekends and holidays
- **1-Year Next Day On-Site Service**
  - If deemed necessary, APC will provide authorized personnel on site next day, including weekends and holidays
- **1-Year Next Business Day On-Site Service**
  - If deemed necessary, APC will provide authorized personnel on site next business day. Next business day is defined as Monday through Friday, 9am to 5pm – excluding holidays
- **1-Year On-Site Service with Best Endeavor Response**
  - If deemed necessary, APC will provide authorized personnel on site on a best endeavor response basis during normal business hours

Benefits to Customer:

- Frees customer resources to concentrate on core business objectives
- Varying levels of response time to meet customer's needs
- Security for quick response in an emergency situation

Important Points:

- 4 Hour and Next Day response option not available in all regions. Please consult your local AGS representative for availability.
- Must purchase one (1) On-Site Service agreement per UPS and per extended battery pack
- SmartCell, SYBATT, SYMIM, SYRIM as extra modules are covered by UPS or Power Array agreement
- The On-Site Service must be purchased before expiration of unit factory warranty or current APC service program